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Inventory of specialist primary health care services in England for people who are homeless

Maureen Crane, Gaia Cetrano, Louise Joly, Sarah Coward, Blánaid Daly, Chris Ford, Heather Gage, Jill Manthorpe and Peter Williams



February 2018

The Policy Institute at King's

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The Social Care Workforce Research Unit

The Social Care Workforce Research Unit (SCWRU) at King's College London is funded by the NIHR Policy Research Programme and a range of other funders. It undertakes research on adult social care and its interfaces with housing and health sectors and complex challenges facing contemporary societies.

The **Homelessness Research Programme** is based within SCWRU.

Its aims are:

- To contribute to theory development, by exploring the causes of homelessness, and transitions into, through and out of homelessness.
- To understand better the problems and needs of people who are or have been homeless, and the effectiveness of services for disadvantaged and socially excluded groups.
- To influence policy and practice development regarding the prevention and alleviation of homelessness, and the improvement of services for people who are or have been homeless.

Crane, M., Cetrano, G., Joly, L., Coward, S., Daly, B., Ford, C., Gage, H., Manthorpe, J., and Williams, P. 2018. *Inventory of mapping of Specialist Primary Health Care Services in England for People who are Homeless*. London: Social Care Workforce Research Unit, King's College London.

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**Inventory of specialist primary health care services in England for people
who are homeless**

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Heather Gage, Jill Manthorpe and Peter Williams**

February 2018

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We also appreciate the help and support given by Sarah Rawlings, George Murkin and Archie Drake of the Policy Institute at King's College London, with the production of this report and the dissemination of findings.

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Disclaimer

The views expressed in this inventory are those of the authors and the managers of the specialist primary health care services, and not necessarily those of the NHS, the NIHR or the Department of Health.

Introduction

This inventory is an accompaniment to the report [*Mapping of Specialist Primary Health Care Services in England for People who are Homeless*](#). The report presents the findings of a systematic mapping exercise across England of specialist primary health care services for single people who are homeless (hereafter specialist primary health care services).

The mapping exercise was part of a larger study that is in progress which is examining the integration, effectiveness and cost-effectiveness of different models of delivering primary health care to people who are homeless (HEARTH study).¹ The study is funded by the Health Services and Delivery Research Programme of the National Institute for Health Research, and is being conducted at the Social Care Workforce Research Unit, within the Policy Institute at King's College London, and at the University of Surrey.

The overall aim of the mapping exercise was to identify the availability and types of specialist primary health care services across England, and thus inform the selection of case study sites for the HEARTH study. Specialist primary health care services were defined as those that: (i) worked primarily with single people who were homeless; or (ii) served the general population but provided enhanced or targeted services to single people who were homeless. The survey did not include GP practices that registered and provided general medical services to people who were homeless, but did not have targeted or additional services or clinics for them. It also did not include specialist health services for people who were homeless that did not offer general medical care, but focused on mental health, problematic drug or alcohol use, TB or sexual health. Further details of the objectives and methods of the mapping exercise are described in the report.

The specialist primary health care services were classified into six models or groups, plus some additional services (see report for details). Most fitted into one of three categories – (i) specialist health centres that worked primarily with homeless people, and possibly other groups of people who were marginalised; (ii) GP practices that served the general population but also provided 'enhanced' or targeted services to people who are homeless, such as clinics in a hostel (hereafter GP practices with homeless services); and (iii) mobile homeless health teams that ran clinics in several hostels and day centres for people who are homeless.

This inventory consists of 77 templates of specialist primary health care services which were identified in the mapping exercise and agreed to be included. Each template provides brief details of the service and its work with people who are homeless. The templates were firstly completed as far as possible by the research team using information that was already in the public domain or had been provided by the specialist primary health care service, and then each service manager was asked to check the template and provide additional information.

¹ journalslibrary.nihr.ac.uk/programmes/hsdr/1315603 (accessed 11 November 2017)

1 | Specialist health centres

1 | Specialist health centres

1 Specialist health centre

NHS Midlands and East Region

NHS Coventry and Rugby CCG

Anchor Centre, Coventry	
Address / phone number	Simon House Bird Street Coventry CV1 5FX 024 7652 7040
Website	http://anchorcentre.nhs.uk/
Managed by	Virgin Care Coventry LLP
Premises	Medical centre in the community
Opening hours (for patients)	Mon, Tues, Thurs, Fri 09:00 – 16:00 Wednesday 09:00 – 16:00 and 17:00 – 19:00 (late clinic for women only)
Out-of-hours service	No
Staff employed by service	Practice manager, reception and administration staff, nurse, advanced nurse practitioner, GP
Client groups	Homeless and vulnerably housed people
Additional features of the service	Mainstream GP services; women's only clinic (one evening per week); counselling; legal advice (financial advice such as debt /benefit advice); housing advice; In-house CPN (once a week); needle exchange; weekly sessions by recovery partnership; dental nurse (once a month). Outreach in Jesus Centre and Kairos (a charitable organisation working with women in Coventry). Bus passes for patients attending hospital appointments.
Contact person and details	Najeeb Waiz Service Manager Email: Najeeb.waiz@virgincare.co.uk

2 Specialist health centre

NHS South Region

NHS Brighton and Hove CCG

Arch Healthcare, Brighton	
Address / phone number	The School Clinic Morley Street Brighton BN2 9DH 01273 003930
Website	www.archhealthcare.uk (also www.archhealthcic.uk)
Managed by	Arch Health CIC
Service started	1998
Premises	Shares building with other services, including homeless outreach multi-disciplinary team.
Opening hours (for patients)	Monday to Friday 8.00 am – 5 pm Provides both appointments and walk-in services.
Out-of-hours service	Yes, out-of-hours provider
Catchment area	Brighton and Hove
Staff employed by service	Arch Healthcare: Practice manager; assistant practice manager; GPs; practice nurses; HCA; receptionists. Arch Health CIC: Hub Manager, Pathway Plus engagement workers.
Sessional workers	Drug and alcohol nurse; needle exchange worker.
Client groups	Single homeless people; asylum seekers; gypsies and travellers; people with no recourse to public funds; residents at approved premises.
Number of people registered with practice (January 2017)	1,600
Additional features of the service	Registers homeless people from several local hostels and runs weekly clinic at a local day centre for homeless people. Offers longer appointments for all patients. Holds multidisciplinary team meetings fortnightly with local services to discuss patients with complex needs. Provides in-reach service ("Pathway Plus") into local hospitals to improve care of homeless people and help plan discharge and follow up care. This is run in association with JustLife, Pathway, and St John Ambulance Brighton Homeless Service. Developing further outreach clinics. Works very closely with homeless outreach multi-disciplinary team. Developing liaison service to support local GP surgeries in their care of homeless and vulnerably housed patients.
Contact person and details	Contact details via website Phone number 012273 003930

3 Specialist health centre

NHS North Region

NHS Bradford City CCG

Bevan Healthcare CIC, Bradford	
Address / phone number	Bevan House Primary Care Centre 14-16 Piccadilly, Bradford BD1 3LS 01274 322400
Website	http://www.bevanhealthcare.co.uk/index.php/en/
Managed by	Bevan Healthcare CIC
Service started	2003
Premises	Medical centre in the community
Opening hours	Monday, Tuesday, Friday 9 am - 6 pm Wednesday 9 am - 1.30 pm; 3.30 pm - 6 pm Thursday 9 am - 8 pm (7.30 pm – 10.30 pm female only sex worker clinic three evenings per month) Daily drop-in triage every morning at 9 am. Drop-in clinics Weds and Friday for homeless patients to attend with their support workers.
Out-of-hours service	Yes (out-of-hours team)
Catchment area	Bradford and Airedale
Staff employed by service	Operations Director; GPs; practice nurses; health care assistant; pathway nurses and navigator; mental health nurse; outreach coordinator; volunteer coordinator; managing director; finance manager; office manager; reception manager and receptionists; administrator; personal assistant.
Sessional workers	Housing options worker; housing case manager for pathway team; dietician; podiatrist; solicitors (providing free legal advice); benefits advisor.
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds; vulnerably housed people; sex workers; offenders; refugees.
Number of registered patients (January 2017)	4,094
Additional features of the service	Started as PMS in 2003. Became Bevan Healthcare CIC in 2011. Provides a street medicine service to homeless people on the streets and at several drop-in centres and soup kitchens. Operates Bradford Bevan Pathway Team that assists patients who are homeless or vulnerably housed when they are discharged from hospital or have attended A&E. In collaboration with Horton Housing, the practice provides medical care at BRICSS (Bradford Respite and Intermediate Care Support Service) for homeless or vulnerably housed people who are discharged from hospital and have healthcare needs. Dental pilot programme with Dentaaid which involves newly qualified foundation dentists volunteering their time. Secured funding to develop Bevan Wellbeing Centre at back of practice. This caters for the needs of our patients and also supports people living in Bradford with health, education and literacy, employability, addictions and social isolation.
Contact person and details	Gina Rowlands, Managing Director (above address and phone number)

4 Specialist health centre

NHS Midlands and East Region

NHS Cambridgeshire and Peterborough CCG

Cambridge Access Surgery, Cambridge	
Address / phone number	125 Newmarket Road Cambridge CB5 8HB 01223 358961
Website	http://www.mhcambridgeaccess.co.uk/
Managed by	Malling Health (UK) Limited
Service started	2003
Premises	Medical centre in the community
Opening hours (for patients)	Monday to Friday 9 am – 11 am, and 2 pm – 4.15 pm. Drop-in clinics every morning; booked appointments each afternoon.
Out-of-hours service	Yes (out-of-hours team)
Catchment area	Cambridge city, but also have patients living in the surrounding areas.
Staff employed by service	Practice manager, GPs, practice nurses, administration workers
Sessional workers	Drugs workers, alcohol worker
Client groups	Single homeless people; asylum seekers; vulnerable people who are housed but are at risk of losing their tenancy or whose needs are too complicated for other GP surgeries to manage.
Number of people registered with practice (January 2017)	487
Additional features of the service	Good relationships with local services, including hostels, council, hospital departments, community mental health team, police and street outreach team. The latter is based in same building. Has weekly clinics in local homeless hostel and day centre. Practice accessed by homeless people from several other local hostels.

5 Specialist health centre

NHS London Region

NHS Camden CCG

Camden Health Improvement Practice, London	
Address / phone number	108 Hampstead Road London NW1 2LS 0203 182 4200
Website	www.turning-point.co.uk/camden-health-improvement-practice.aspx
Managed by	Turning Point
Service started	1990
Premises	In basement of building which is shared with South Camden Drug Services.
Opening hours (for patients)	Drop ins: Monday, Wednesday, Thursday 9.30 am – 12.30 pm Tuesday 10.30 – 1pm Friday 9-12.30, 1.30 – 5 pm. Appointments: Tuesday, Wednesday, Thursday, 2-5pm
Out-of-hours service	Yes (out-of-hours team)
Catchment area	London Borough of Camden
Staff employed by service	Practice manager; GPs, nurses; administrators.
Client groups	Single homeless people; asylum seekers; gypsies and travellers; people with no recourse to public funds; vulnerably housed people and those with substance misuse problems.
Number of people registered with practice	670
Additional features of the service	Practice used by homeless people from several local hostels and day centres. Weekly drugs replacement therapy clinic at practice. Works closely with Prisoners Abroad, helping former prisoners when they return to the UK. Weekly in-reach clinics from: Psychologist, Sexual Health Consultant, Social Prescriber, Team Around the Practice (TAP Service), Tissue Viability Service, COPD Screening Service. Housing /benefits advice provided by Citizens Advice Camden.
Contact person and details	Paul Daly, Practice Manager

6 Specialist health centre

NHS Midlands and East Region

NHS Norwich CCG

City Reach Health Services, Norwich	
Address / phone number	Under One Roof Westwick Street Norwich NR2 4SZ 01603 612481
Website	www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/city-reach.htm
Managed by	Norfolk Community Health and Care NHS Trust
Service started	2003
Premises	Shares building with St Martin's Housing Trust (SMHT). City Reach Health Services occupy the ground floor and SMHT have a training and development centre for homeless people on the first floor.
Opening hours (for patients)	Monday to Friday 9 am – 5 pm.
Out-of-hours service	No
Catchment area	No catchment area
Staff employed by service	18
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds; sex workers.
Number of people registered with practice	480
Additional features of the service	The service runs clinics from the base at Under One Roof. It provides health care and outreach to rough sleepers, patients in temporary accommodation, hostel residents, day centre users, Gypsy Roma and Traveller communities, sex workers, asylum seekers, refugees and migrant workers (including those with no recourse to public funds). Street outreach work (average of 10 hours plus per week). Shower facilities for patients and street homeless individuals, needle exchange facility, free condoms and sexual health advice.
Contact person and details	Ermir Prendi (ermir.prendi@nchc.nhs.uk) 01603 612481

7 Specialist health centre

NHS South West Region

NHS Northern, Eastern and Western Devon CCG

Clock Tower Surgery, Exeter	
Address / phone number	Wat Tyler House, 3 King William Street, Exeter, Devon EX4 6PD 01392 208290
Website	www.devondoctors.co.uk/the-clocktower-surgery
Managed by	Access Health Care
Service started	2001
Premises	GP surgery relocated to new service Hub (CoLab) in 2016. Other Hub services include mental health, housing, probation, and street homeless outreach.
Opening hours (for patients)	Open 9 am – 5 pm Monday to Friday. Drop-in for GP and nurse in mornings, Appointments in afternoons.
Out-of-hours service	Yes, out-of-hours team
Catchment area	Exeter City
Staff employed by service	Practice manager; GPs; practice nurse; receptionists.
Sessional workers	Hepatology specialist nurse; physiotherapist; drug & alcohol workers.
Client groups	Single homeless people; people who are vulnerably housed; formerly homeless people who have chosen to remain registered with the practice.
Number of people registered with practice (January 2017)	Approximately 580
Additional features of the service	Registers homeless people from several local hostels and a day centre. Substance misuse work in collaboration with local drug & alcohol service. Attached mental health team
Contact person and details	Rachael Hallam, practice manager: rachael.hallam@nhs.net

8 Specialist health centre

NHS London Region

NHS Central London (Westminster) CCG

Great Chapel Street Medical Centre, Central London	
Address / phone number	13 Great Chapel Street London W1F 8FL 020 7437 9360
Website	www.greatchapelst.org.uk
Managed by	Great Chapel Street Medical Centre
Service started	1976
Premises	Walk-in medical centre based in the community, providing a range of services.
Opening hours (for patients)	Monday to Friday 10 am - 12.30 pm, and 2 pm - 4.30 pm Provides drop-in sessions and booked appointments.
Out-of-hours service	Yes, out-of-hours team
Catchment area	London Borough of Westminster
Staff employed by service	Practice manager; GPs; nurse practitioners; clinical specialist (mental health); social advocacy worker; administrators
Sessional workers	Consultant psychiatrist; counsellor; dentist service; alcohol advisor (CGL); podiatrist
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds; vulnerably housed people.
Number of people registered with practice (January 2017)	Circa 1,000
Additional features of the service	<p>Nurse-led clinics in local hostels and day centres for homeless people.</p> <p>Outreach work on the streets and in homeless shelters.</p> <p>Developed an Intermediate Care Network as an alternative to hospital care for rough sleepers. Respite and care is provided for up to 6 weeks in designated beds in hostels and B&B across Central London.</p> <p>Runs a monthly BBV clinic.</p> <p>Social Advocacy Worker provides patients with housing, welfare benefits and employment advice, including representing patients at tribunal hearings in relation to benefit sanctions.</p> <p>Provides training for homeless sector staff working in hostels and other settings in relation to monitoring of medicines and management of aggression.</p>
Contact person and details	Miles Davis (Practice Manager)

9 Specialist health centre

NHS South East Region

NHS Coastal West Sussex CCG

Health Central Surgery, Worthing	
Address / phone number	Central Clinic Stoke Abbott Road Worthing BN11 1HE 01903 821647
Managed by	Worthing Medical Group
Service started	2000
Premises	Purpose-built surgery in the community
Opening hours (for patients)	Monday 9 am – 12.30 pm Tuesday, Wednesday and Friday 8.30 am – 12.30 pm Thursday 8.30 am – 12.30 pm, and 1 pm – 3.30 pm. Booked appointments
Out-of-hours service	No
Catchment area	Worthing and Lancing
Staff employed by service	GP; nurse practitioners; mental health nurse; administrators.
Sessional workers	Drug and alcohol worker.
Client groups	Insecurely housed/ homeless people; asylum seekers.
Number of people registered with practice (January 2017)	159
Additional features of the service	Runs clinic at local day centre for homeless people. Liaises with local charities, housing and third sector services. Works with drug and alcohol agency (Change, Grow, Live)
Contact person and details	Sharon and Helen, administrators

10 Specialist health centre

NHS London Region

NHS Tower Hamlets CCG

Health E1, East London	
Address / phone number	Homeless Medical Centre 9-11 Brick Lane London E1 6PU 020 7247 0090
Website	www.healthe1practice.nhs.uk/home
Managed by	East London NHS Foundation Trust
Service started	2000
Premises	Medical centre in the community
Opening hours (for patients)	Monday to Friday 9 am - 5 pm. Drop in access available each morning and on Friday afternoons.
Out-of-hours service	Yes (out-of-hours team)
Catchment area	London Borough of Tower Hamlets
Staff employed by service	Practice manager; nurse practitioners; GPs; health care assistant; community mental health nurse; substance misuse workers; receptionists; administrator; data manager.
Sessional workers	BBV worker; psychologist; benefits adviser; worker from NACRO (National Association for the Care and Resettlement of Offenders), social prescriber.
Client groups	Single homeless people; asylum seekers; gypsies and travellers; people with no recourse to public funds.
Number of people registered with practice	Approximately 1,300
Additional features of the service	Practice used by homeless people from several local hostels and day centres. GP leads a 'pathway' in-patient care team at the Royal London Hospital, Whitechapel.
Contact person and details	Generic email: THCCG.HE1@nhs.net (not for clinical queries/data)

11 Specialist health centre

NHS Midlands and East Region

NHS Herts Valley CCG

Health Inclusion Matters, Watford	
Address / phone number	87 Cassio Road Watford Hertfordshire WD18 0QN 01923 630333
Website	www.healthinclusionmatters.co.uk
Managed by	Health Inclusion Matters CIC
Service started	2003
Premises	Medical centre in the community. Situated in Central Watford near to the day centre for homeless people and local hostels
Opening hours (for patients)	Monday to Friday 9 am – 1 pm, and 2 pm – 5 pm. Offers bookable and walk-in appointments daily.
Out-of-hours service	Yes (out-of-hours team)
Catchment area	Central Watford and Three Rivers / Rickmansworth
Staff employed by service	Managing director; practice manager, deputy manager; GPs; practice nurses; substance misuse nurse; receptionists; administrator.
Sessional workers	Complex needs worker; mental health worker (CBT); counsellor; substance misuse worker; housing worker; welfare benefits adviser; chiropodist; mobile dental service, community navigator to help patients find their way through the system and engage with local services
Client groups	Single homeless people, vulnerable people with multi complex needs; asylum seekers; people with no recourse to public funds; people at risk of homelessness.
Number of people registered with practice (March 2017)	585
Additional features of the service	<p>Provides a safe and welcoming environment to address the health needs of this complex and vulnerable group of people. The service started as a PCT practice. Became Social Enterprise in 2011. Formerly known as Meadowell Centre.</p> <p>Practice used by vulnerable homeless people from several local hostels. Adjacent to day centre for homeless people, and day centre staff and local hostels signpost service users to the practice.</p> <p>Provides support for drug and alcohol addiction, assessment, prescribing and signposting</p> <p>Works closely with many local services, some of which are delivering their services onsite.</p>
Contact person and details	Yvette Romano, Practice Manager Julie Madley, Managing Director: Julie.madley@nhs.net

12 Specialist health centre

NHS South West Region

NHS Gloucestershire CCG

Homeless Healthcare Team, Gloucester	
Address / phone number	The George Whitefield Centre, Great Western Road Gloucester GL1 3NF 01452 521898
Website	www.yourcircle.org.uk/Services/11409
Managed by	Gloucestershire Care Services NHS Trust
Service started	1997
Premises	Shares building with Gloucester City Mission and Gloucester Foodbank.
Opening hours	Monday to Friday 9.30 am - 3.30 pm (nurse) Monday, Wednesday and Friday 10 am – 12.30 pm (doctor)
Out-of-hours service	No
Catchment area	Gloucestershire
Staff employed by service	GPs; practice nurses; health care assistants; administrators.
Sessional workers	CPN; podiatrist.
Client groups	Single homeless people; vulnerably housed people; sex workers, people with no recourse to public funds; asylum seekers; gypsies and travellers; hosts the Potentially Violent Patients Service.
Number of people registered with practice (January 2017)	85 permanent 160 temporary
Additional features of the service	Runs clinics in several drop-in centres for homeless people. Street outreach work when needed. Provides healthcare to homeless people in bed-and-breakfast hotels, and weekly phone calls to check on a few people. Partners with Elim Housing Association in Hospital Discharge Time to Heal Project. Partners with local BBV services, housing advice service, local substance misuse service, Healthy Lifestyles and Adult Education which provide in-reach services.
Contact person and details	Gayle Clay, Team Manager Gayle.clay@glos-care.nhs.uk 01452 521898

13 Specialist health centre

NHS South East Region

NHS Southampton CCG

Homeless Healthcare Team, Southampton	
Address / phone number	Two Saints Day Centre 30 Cranbury Avenue Southampton SO14 0LT 0300 123 3991
Website	www.solent.nhs.uk/service-info.asp?id=40&utype=1
Managed by	Solent NHS Trust
Service started	1992
Premises	Based in Two Saints Day Centre for homeless people.
Opening hours	Monday to Friday 8.30 am - 6.30 pm. Drop in access available daily.
Out-of-hours service	Yes, covered by out-of-hours for primary care
Catchment area	Southampton City
Staff employed by service	Nurse practitioner; nurse consultant; health visitors; GPs; community mental health nurses; psychiatrist; associate practitioner; family support worker; administrator.
Sessional workers	None
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds; sex workers; trafficked individuals; offenders.
Number of people registered with practice (January 2017)	432
Additional features of the service	Nurse-led service. Runs clinics in local hostels for homeless people and at the day centre. Street outreach work when needed. Mental health workers have caseloads from the population. Health visitors see families in refuges and houses of multiple occupation. Supports the police on Modern Slavery initiatives.
Contact person and details	Pam Campbell, Consultant Nurse Homelessness and Health Inequalities Email: pamelacampbell2@nhs.net

14 Specialist health centre

NHS Midlands and East Region

NHS Leicester City CCG

Inclusion Healthcare, Leicester	
Address / phone number	Charles Berry House 45 East Bond Street Leicester LE1 4SX 0116 221 2780
Website	http://inclusion-healthcare.co.uk/
Managed by	Inclusion Healthcare Social Enterprise CIC
Service started	1999
Premises	Charles Berry House & The Dawn Centre Hostel, Leicester
Opening hours (for patients)	8.30am – 5.00pm
Out-of-hours service	5.00pm– 6.30pm
Catchment area	Leicester City
Staff employed by service	40
Sessional workers	None
Client groups	Homeless, Asylum Seekers, Substance Misuser, Offenders
Number of people registered with practice (January 2017)	1,100 homeless people, 1,361 Asylum Seekers
Additional features of the service	Physiotherapy, Art therapy, Midwifery, Shared Care substance misuse, GP with a Special Interest (GPwSI) accreditation in substance misuse & homelessness, Health Care Assistant who can refer into local services such as food banks/charities.
Contact person and details	Dr Anna Hiley, Chief Executive Officer Email: Anna.hiley@gp-c82670.nhs.uk

15 Specialist health centre

NHS South West Region

NHS Bath and North East Somerset CCG

Julian House Medical Practice for the Homeless, Bath	
Address / phone number	Julian House Homeless Hostel Manvers Street Bath BA1 1JW 01225 320182
Managed by	Bath and North Somerset Doctors Urgent Care Limited
Service started	2003
Premises	Surgery in same building as a hostel and day centre for homeless people
Opening hours (for patients)	Monday to Friday 09.30 – 14.30 (varies according to availability of staff due to budget constraints). Booked appointments and walk-in services.
Out-of-hours service	No
Catchment area	Bath and North East Somerset
Staff employed by service	2 x GPs; Homeless Health Outreach Nurse, Administrator.
Sessional workers	Psychologist; voluntary worker
Client groups	Single homeless people; gypsies and travellers; people with no recourse to public funds.
Number of people registered with practice (January 2017)	68 regularly but can vary as people are seen on a temporary basis.
Additional features of the service	Nurse-led practice. Outreach workers from hostel in partnership with the homeless health outreach nurse facilitate access to medical services. Men's monthly chiropody service and weekly sock exchange service due to commence shortly.
Contact person and details	Claire Coleman Email: claire.coleman@bduc.nhs.uk

16 Specialist health centre

NHS South East Region

NHS Oxfordshire CCG

Luther Street Medical Centre, Oxford	
Address / phone number	PO Box 7 St Aldates Oxford OX1 1TD 01865 726008
Website	www.oxfordhealth.nhs.uk/service_description/luther-street-medical-centre
Managed by	Oxford Health NHS Foundation Trust
Service started	1985
Premises	Medical centre adjacent to a homeless hostel
Opening hours (for patients)	Monday to Friday 8 am - 12.30 pm, and 2 pm - 6.30 pm. Drop-in clinics every morning; booked appointments each afternoon.
Out-of-hours service	No
Catchment area	Oxford City and greater Oxford City area
Staff employed by service	Practice manager, GPs, practice nurses, social practitioner, mental health practitioners, receptionists and administration workers.
Sessional workers	Psychiatrist, dentist, acupuncturist, podiatrist, addictions nurse.
Client groups	Single homeless people and homeless families; people with no recourse to public funds; vulnerably housed people.
Number of people registered with practice (January 2017)	570
Additional features of the service	Linked to Oxford Homeless Pathways, which provides a range of services for homeless and recently homeless people. Clinical team respond to emergency callouts at adjacent hostel and to emergencies on neighbouring street when required. Close liaison with local hostels and temporary housing schemes. Residents use the practice. Clinical outreach once a year to local sellers of the Big Issue. Mental health practitioner meets patients with acute mental health needs in external locations. Social practitioner works with vulnerably housed people.
Contact person and details	Stephen Moore, Practice Manager. Email address: Stephen.moore@oxfordhealth.nhs.uk

17 Specialist health centre

NHS London Region

NHS Newham CCG

Newham Transitional Practice, East London	
Address / phone number	The Centre Manor Park 30 Church Road London E12 6AQ 020 8553 7460
Website	https://www.eft.nhs.uk/Services/Adult-Community-Health/Newham-Community-Services--MHCOP/Community-Care--Nursing-Adult/Newham-Transitional-Practice---Main-Site
Managed by	East London NHS Foundation Trust
Service started	2000
Premises	Two medical centres in London Borough of Newham and an outreach service.
Opening hours (for patients)	Monday to Friday 8 am – 6.30 pm. Booked appointments and walk in at outreach centres with nurse.
Out-of-hours service	Yes, out-of-hours team
Catchment area	London Borough of Newham
Staff employed by service	Practice manager; GPs; practice nurses; health care assistant; administrators.
Sessional workers	Drugs and alcohol worker from Change, Grow, Live (CGL) and adviser from Citizens Advice.
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds; offenders; street workers; general population (on temporary basis).
Number of people registered with practice (January 2017)	5,044
Additional features of the service	Nurse runs weekly clinics at a hostel for homeless people, and at several local soup kitchens and drop-in centres used by homeless people. Also provides an outreach service to a bail hostel and to Open Doors. The latter provides help to street workers. The nurse does a 'night round' along with the London Borough of Newham and CGL (drugs & alcohol). The team works closely with advocates, education establishments, and migrant organisations.
Contact person and details	Dr Duncan Trathen – Lead GP 020 8553 7460

18 Specialist health centre

NHS North Region

NHS West Cheshire CCG

St Werburgh's Practice for the Homeless, Chester	
Address / phone number	2A George Street Chester CH1 3EQ 01244 665834
Website	www.nhs.uk/Services/GP/Facilities/DefaultView.aspx?id=42461
Managed by	Northgate Medical Centre, Chester
Service started	2005
Premises	Medical centre in the community
Opening hours (for patients)	Monday to Friday 9 am - 5 pm.
Out-of-hours service	Yes (out-of-hours team)
Catchment area	West Cheshire
Staff employed by service	GPs; nurse practitioner; advanced nurse practitioner (psychiatry); administrators.
Sessional workers	None
Client groups	Single homeless people; asylum seekers; gypsies and travellers; people with no recourse to public funds; Potentially Violent Patients allocated by NHS England.
Number of people registered with practice	369
Additional features of the service	Practice used by homeless people from local hostels. Runs clinic at local day centre for homeless people. Provides shared care with community drug and alcohol team to prescribe methadone and opiate replacement. Medical respite bed in local hostel.
Contact person and details	Dr Jim Ramsdale

19 Specialist health centre

NHS North Region

NHS Rotherham CCG

The Gate Surgery, Rotherham	
Address / phone number	Chatham House Chatham Street Doncaster Gate Rotherham S65 1DJ 01709 373371
Website	www.thegatesurgery.nhs.uk/
Managed by	Gateway Primary Care CIC
Service started	2002
Premises	Medical centre in the community
Opening hours (for patients)	Monday to Friday 8 am – 6.30 pm.
Out-of-hours service	Yes (out-of-hours team)
Catchment area	Rotherham Borough
Staff employed by service	GPs; practice nurse; clinical nurse lead; health care practitioners; performance managers; surgery administrators.
Sessional workers	Drugs and alcohol worker; health trainer; children and families' support worker.
Client groups	Individuals within and from out of the Borough facing difficulty in accessing appropriate health care including homeless (individuals/families), alcohol and drug misuse, asylum seeker, EU migrants, travelling community, individuals recently released from prison.
Number of people registered with practice (January 2017)	Approximately 2,000
Additional features of the service	Outreach health clinics - in order to engage with some of Rotherham's most deprived vulnerable and marginalised groups. TB/Full BBV/STI Screening. Food bank/clothes bank. Provision of winter rescue kits (contains sleeping bag, space blanket, underwear, socks etc.)
Contact person and details	Jean McVann CEO – 01709 373371

20 Specialist health centre

NHS London Region

NHS City and Hackney CCG

The Greenhouse, East London	
Address / phone number	19 Tudor Road Hackney London E9 7SN 020 8510 4490
Website	www.thegreenhousegp.co.uk
Managed by	At Medics
Service started	2007
Premises	Based in a building which provides a 'hub' of services for homeless people. Adjacent to a hostel for homeless people.
Opening hours (for patients)	Monday – Wednesday 9 am – 12 midday; 2 pm – 5.30 pm Thursday and Friday 9 am – 12 midday; 2 pm – 4.30 pm A combination of booked and walk-in appointments
Out-of-hours service	No
Catchment area	London Borough of Hackney
Staff employed by service	Senior manager; GPs; nurse practitioner; health care assistant; receptionists and administrators.
Sessional workers	Drugs worker; alcohol worker; psychotherapist; diabetic liaison nurse; podiatrist; housing workers; benefits adviser.
Client groups	Single homeless people; asylum seekers; gypsies and travellers; people with no recourse to public funds; the 'boating' community.
Number of people registered with practice (January 2017)	1,040
Additional features of the service	Set up as a partnership between Hackney Council, NHS England and Thames Reach, to provide health, housing and welfare advice services to homeless people in a single hub. Registers homeless people from local hostels, those in temporary accommodation, and rough sleepers

21 Specialist health centre

NHS Midlands and East Region

NHS Sandwell and West Birmingham CCG

The Health Xchange (Primary Care Services for the Homeless), Birmingham	
Address / phone number	William Booth Centre William Booth Lane Birmingham B7 6HA 0121 465 3965
Website	www.bsmhft.nhs.uk/our-services/services-for-homeless-people/homeless-primary-care-team
Managed by	Birmingham and Solihull Mental Health NHS Foundation Trust
NHS Commissioning region	NHS Midlands and the East
Responsible CCG	NHS Sandwell and West Birmingham CCG
Service started	Approximately 15 years ago
Premises	Medical centre adjacent to a hostel for homeless people
Opening hours	Monday to Friday 8.30 am – 5 pm Offers both booked appointments and drop in clinics
Out-of-hours service	No
Catchment area	City of Birmingham
Staff employed by service	Practice manager; GPs; primary care nurses; community alcohol nurses; CPN; counsellor / mental health worker; counsellor; administration / reception workers.
Sessional workers	Dentist; podiatrist.
Client groups	Single homeless people; people with no recourse to public funds.
Number of people registered with practice (January 2017)	1,200
Additional features of the service	Street outreach work by primary care nurse and community addictions nurses. Runs drop-in clinics twice a week at local day centre for homeless people. Close to several hostels for homeless people, whose residents register with the practice. Enhanced primary care mental health service with a CPN and a psychological therapist
Contact person and details	Joanne.davis@bsmhft.nhs.uk

22 Specialist health centre

NHS South West Region

NHS Bristol CCG

The Homeless Health Service, Bristol	
Address / phone number	Compass Centre Jamaica Street Kingsdown Bristol BS2 8JP 0117 9892450
Website	http://homelesshealthservice.co.uk/
Managed by	Brisdoc Healthcare Services Ltd
Premises	The Compass Centre
Opening hours (for patients)	10 am – 12 midday and 2 pm – 4 pm Monday to Friday
Out-of-hours service	BrisDoc Healthcare Services Ltd
Catchment area	Bristol and South Gloucestershire
Staff employed by service	Doctors and nurses
Client groups	Homeless people
Number of people registered with practice (January 2017)	Walk in service
Additional features of the service	<p>Taking into account complex needs – from substance dependency to depression – the team at The Homeless Health Service builds a client's trust by allowing time to encourage engagement and the successful transfer to mainstream primary care services.</p> <p>Services are based at The Compass Centre in Stokes Croft, Bristol, but staff offer outreach clinics in several locations around the city including The Wild Goose Cafe, One25 Logos House and Longhills.</p>
Contact person and details	Dixine Douis (Practice Manager) 0117 9549824

23 Specialist health centre

NHS London Region

NHS Croydon CCG

	The Homeless Health Team, Croydon
Address / phone number	The Rainbow Health Centre 141 Brigstock Road Thornton Heath CR7 7JN 020 8251 9280
Website	www.croydonhealthservices.nhs.uk
Managed by	Croydon Health Services NHS Trust
Premises	Medical centre in the community and mobile outreach team
Opening hours (for patients)	Monday – Friday 09.00 -17.00
Out-of-hours service	No
Catchment area	London Borough of Croydon
Staff employed by service	Clinical Lead; GPs; nurse practitioners; midwife; health care assistant; receptionists; service administrator.
Sessional workers	Health visitor; midwife.
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds.
Additional features of the service	Works closely with voluntary sector services, and runs clinics at several local hostels and a drop-in centre for homeless people.

24 Specialist health centre

NHS North Region

NHS Greater Huddersfield CCG

The Whitehouse Centre, Huddersfield	
Address / phone number	Princess Royal Health Centre Greenhead Road Huddersfield HD1 4EW 0333 043 6243
Website	www.thewhitehousecentre.co.uk
Managed by	Locala Community Partnerships C.I.C.
Service started	2003
Premises	Medical centre in the community
Opening hours (for patients)	Monday to Friday 9 am – 4:30pm.
Out-of-hours service	Yes (out-of-hours team) provided by LCD
Catchment area	Greater Huddersfield
Staff employed by service	Practice manager; GPs; nurse practitioner; advanced nurse practitioner; administrators.
Sessional workers	Substance misuse practitioner; alcohol practitioner; midwife.
Client groups	Single homeless people and homeless families; asylum seekers; refugees; people who have difficulty accessing mainstream GP services, such as those with complex needs and chaotic lifestyles, or drug and alcohol problems; women fleeing violence.
Number of people registered with practice	1,467
Additional features of the service	Close links with local services, including hostels for homeless people, the local Mission, asylum support services. Practice used by residents of local hostels. Torture screen/ mental health assessment
Contact person and details	01484 301911 lcp.locala-whitehousecentre@nhs.net

25 Specialist health centre

NHS North Region

NHS Leeds South and East CCG

York Street Health Practice, Leeds	
Address / phone number	68 York Street Leeds LS9 8AA 0113 295 4840
Website	www.bevanhealthcare.co.uk/index.php/en/about-us/york-street-homeless-practice
Managed by	Leeds Community Healthcare NHS Trust until March 2017. Bevan Healthcare CIC since April 2017.
Service started	1995 as a service based at a fixed site. Previously was a mobile service that visited hostels.
Premises	Medical centre on ground floor with own entrance. St Anne's Resource Centre for homeless and vulnerably housed people, and the offices of the Big Issue North, are based on the upper floors. Hostel for homeless people nearby.
Opening hours (for patients)	Monday to Friday 9 am – 5 pm.
Out-of-hours service	Yes, out-of-hours team
Catchment area	Leeds
Staff employed by service	GP, Nurse, MH nurse, Support worker, admin
Sessional workers	Citizens Advice worker, Physiotherapist, hosts a Gypsy and Traveller nurse
Client groups	Single homeless people and homeless families; asylum seekers; gypsies and travellers; people with no recourse to public funds; female sex workers.
Number of people registered with practice (January 2017)	Approx. 1400
Additional features of the service	Runs clinics at local homeless shelter / drop-in centre for homeless people, and at a drop-in centre for refugees and asylum seekers. Hosts and works closely with the Homeless Accommodation Leeds Pathway Team (HALP), which assists patients who are homeless or vulnerably housed when they are discharged from hospital or have attended A&E. Works with Refugee Council for asylum seekers and new refugees in country. Provides outreach with Basis and Street outreach team.

2 | GP practices with homeless services

26 GP practice with homeless services

NHS Midlands and East Region

NHS North Derbyshire CCG

Avenue House Surgery, Chesterfield	
Address / phone number	Avenue House and Hasland Partnership 109 Saltergate Chesterfield S40 1LE
Website	http://www.avenuepartnership.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	August 2010
Features of the service	Registers homeless people who use local day centre and are in the practice catchment. Nurse runs clinics at the day centre five days a week.

27 GP practice with homeless services

NHS Midlands and East Region

NHS Bedfordshire CCG

Bassett Road Surgery, Leighton Buzzard	
Contact details	29 Bassett Road Leighton Buzzard Bedfordshire LU7 1AR 01525 373311
Website	http://www.bassettroadsurgery.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	Approx. 2010
Features of the service	<p>Provides Homeless Healthcare service for South Bedfordshire including meeting with clinical and social care partners to provide for the needs of homeless people.</p> <p>Offers longer appointment times for homeless people if needed and gives homeless clients an 'orange card' status so that they can make surgery staff aware of their particular needs without going into detail in public at the reception desk. This system also endeavours to ensure that the homeless clients see one of 2 doctors to help with continuity of their care.</p> <p>GPs run weekly clinics at a local homeless shelter/centre and register homeless people from a local hostel. They actively promote various public health initiatives such as sexual health screening and influenza immunisation, and signpost to other organisations and groups that offer appropriate health and social care advice/support.</p>

28 GP practice with homeless services

NHS South East Region

NHS Coastal West Sussex CCG

Bersted Green Surgery, Bognor Regis	
Contact details	32 Durlston Drive Bognor Regis PO22 9TD
Website	www.berstedgreensurgery.nhs.uk/welcome,55494.htm
<i>Special / enhanced services for homeless people</i>	
When started	1 April 2014
Features of the service	Has register of patients living in vulnerable circumstances, including homeless people. GP runs weekly clinic at a local day centre for homeless people.

29 GP practice with homeless services

NHS South West Region

NHS Bristol CCG

Broadmead Medical Centre, Bristol	
Contact details	59 Broadmead Bristol BS1 3EA
Website	www.broadmeadmedicalcentre.nhs.uk
<i>Special / enhanced services for homeless people</i>	
When started	2009
Features of the service	Is a GP practice and walk in centre managed by Brisdoc Healthcare Services Ltd. Happy to register patients of no fixed abode. The walk in centre provides easily accessible healthcare for homeless people, managing minor illness and minor injury. The practice nurses also run clinics in hostels for homeless people who do not use the medical centre. The practice regularly works with multi-disciplinary teams in the case management of vulnerable people. Shared care for methadone programmes available. Services to support alcohol addictions and mental health.

30 GP practice with homeless services

NHS North Region

NHS Liverpool CCG

Brownlow Health, Liverpool	
Contact details	Brownlow General Practice 70 Pembroke Place Liverpool L69 3GF 0151 285 4578
Website	www.brownlowhealth.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	Approximately 10 years ago
Features of the service	<p>Provides an enhanced service for homeless people in Liverpool. The service has two general nurses, an alcohol specialised nurse, a GP, and also a shared care drug worker. Their assertive outreach approach allows the team to cover 12 hostels for homeless people and also the streets of Liverpool, and undertake blood virus screening, general health observations, inoculations, and health promotion. The team also ensures that homeless people are registered with local general practices.</p> <p>The team has very close links with Liverpool City statutory services, and with the voluntary sector to address the health and social needs of the homeless population.</p> <p>Once a week the practice closes its doors to the general population, and concentrates on providing services specifically for homeless people. During this period, secondary care consultants often visit to address specialised needs such as chronic obstructive pulmonary disease (COPD) and diabetes, and organisations such as Crisis and Citizens Advice provide advisory services.</p>
Contact person and details	Ian Harrison, Homelessness Nurse Coordinator

31a GP practice with homeless services

NHS South West Region

NHS Swindon CCG

Carfax NHS Medical Centre, Swindon	
Address / phone number	Swindon Health Centre 1 Islington Street Swindon SN1 2 DQ 01793 541655
Website	www.carfaxhealthcare.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	April 2009
Features of the service	Run by Carfax Health Enterprise, a community interest company. Carfax NHS Medical Centre has excellent links with local services for the homeless, who signpost patients to them for registration. The practice has experience of working with other agencies to support patient care. The practice is open 8am to 6.30pm, Monday to Friday.

31b Walk In Centre

NHS South West Region

NHS Swindon CCG

Swindon Walk in Centre, Swindon	
Address / phone number	Swindon Health Centre 1 Islington Street Swindon SN1 2 DQ
Website	www.swindonwalkincentre.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	April 2009
Features of the service	Run by Carfax Health Enterprise, a community interest company. Swindon Walk-in centre is a nurse led service that offers care and treatment to all homeless people in Swindon. The Walk in Centre is open 8am to 6pm every day of the year.

32 GP practice with homeless services

NHS North Region

NHS St Helens CCG

Cornerstone Surgery, St Helens	
Contact details	Fingerpost Park Health Centre Atlas Street St Helens WA9 1LN 01744 738835
Website	www.cornerstonesurgery.co.uk
<i>Special / enhanced services for homeless people</i>	
Features of the service	<p>Has set up a GP service for homeless people in collaboration with St Helens CCG. Homeless people can register with the practice and clinicians regularly see those who are unwell and provide them with health screening and health promotion services.</p> <p>Supports homeless patients to attend hospital appointments. For example, hospital appointment letters are sent to the practice and the practice staff liaise with community homelessness services to identify a person to accompany the patient to the appointment.</p> <p>Takes part in the food voucher scheme. One of the staff oversees the administration of these vouchers to patients in need of this support.</p>

33 GP practice with homeless services

NHS North Region

NHS Knowsley CCG

Cornerways Medical Centre, Liverpool	
Contact details	North Huyton Primary Care Centre Woolfall Heath Avenue Huyton Liverpool L36 3TN 0151 244 3277
Website	www.cornerwaysmedicalcentre.nhs.uk/
<i>Special / enhanced services for homeless people</i>	
When started	April 2016
Features of the service	<p>Has register of patients living in vulnerable circumstances, including homeless families and individuals.</p> <p>Has homeless outreach programme. GP runs a clinic once a week, and a nurse twice a week, at a local hostel for homeless people with services including complete health checks, sexual health screening and sign posting or referrals to local services including 'Listening Ears', food banks and social workers, if required.</p> <p>Organised a sponsored five mile walk with hostel residents and staff in September 2016 to raise funds to buy bicycles for the hostel residents to access voluntary work placements.</p>

34 GP practice with homeless services

NHS South East Region

NHS Guildford and Waverley CCG

Dapdune House Surgery, Guildford	
Contact details	Wharf Road Guildford GU1 4RP 01483 400200
Website	www.dapdune.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	2000
Features of the service	<p>Registers homeless people in local shelters. GP runs a weekly clinic at a local day centre for homeless people.</p> <p>Also works closely with 3 local hostels, including a bail hostel in Guildford as well as the local YMCA.</p>

35 GP practice with homeless services

NHS North Region

NHS Sheffield CCG

Devonshire Green and Hanover Medical Centres, Sheffield	
Address / phone number	<p>Devonshire Green Medical Centre 126 Devonshire Street Sheffield S3 7SF 0114 272 0255</p> <p>Hanover Medical Centre 100 William Street Sheffield S10 2EB 0114 276 2248</p>
Website	www.devonshiregreenandhanover.co.uk
NHS Commissioning region	NHS North
Responsible CCG	NHS Sheffield CCG
<i>Special / enhanced services for homeless people</i>	
When started	More than 24 years ago
Features of the service	<p>The practice operates from two sites. It offers daily drop in clinics at both sites to support homeless people who are registered at the practice. Aims to offer all newly registered homeless patients a new patient medical at point of registration.</p> <p>Runs outreach clinics for homeless people at a local hostel and a day centre. This enables the GPs to encourage homeless people to engage in primary medical care, to promote better chronic disease management and health promotion, and to provide easy access and opportunistic screening.</p> <p>Regularly works with other health care professionals and charitable agencies in the case management of vulnerable patients. Has good links with the Homeless Mental Health Team (HAST) which is based within the practice.</p> <p>Completed audits of homeless care in 2015 and 2016. Data from September 2016 confirmed the practice had seen 330 homeless patients in the last year.</p> <p>Works with Hepatitis C treatment services to encourage patients into treatment.</p>

36 GP practice with homeless services

NHS North Region

NHS Warrington CCG

Eric Moore Partnership Medical Practice, Warrington	
Address / phone number	Main Site, Medi Centre, Tanners Lane, Warrington WA2 7NJ 01925 843883
Website	www.ericmoorepartnership.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	April 2012
Features of the service	<p>Provides primary care to homeless people in central Warrington. The service was initiated by the provider and is not part of a contracted service. It was set up following engagement with homeless people, and some of the local agencies supporting homeless people.</p> <p>The practice works alongside other agencies to provide the service, which has resulted in greater uptake of screening and treatment among homeless people, and their avoidance of A&E.</p> <p>The Practice team has developed and nurtured close liaison and improved confidence in those clients to engage with the GP Practice team</p> <p>An 'outreach' nurse and other leads, including a lead GP, support homeless people. They run outreach clinics for homeless people once or twice a week.</p> <p>The regular sessions provide health promotion within their hostel environment where possible but when necessary, and with improved engagement, homeless people are supported to attend the Practice premises and other health services for health promotion, screening etc.</p>

37 GP practice with homeless services

NHS Midlands and East Region

NHS Nottingham and City CCG

Family Medical Centre – Sood, Nottingham	
Contact details	Dr Sood and Partners The Family medical centre 171 Carlton Road Nottingham NG3 2FW 0115 9504068
Website	www.familymedicalcentre.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	1983
Features of the service	<p>Has a long history of working with homeless people in Nottingham. Registers homeless people from local hostels, and also provides a service to people of no fixed abode. The practice facilitated these patients to register with them or treated them as temporary residents.</p> <p>To improve access to health care, a GP runs twice weekly outreach clinics at local hostels in collaboration with nurses from the Homeless Health Team in Nottingham.</p> <p>Undertakes audits linked to its work with vulnerable patients. For example, the practice had undertaken an audit in respect of the uptake of cervical screening among homeless women.</p> <p>Has effective links with homelessness organisations to promote liaison and education, and the lead GP for this field attends multi-agency meetings to help homeless people with complex needs. The Practice Manager coordinates MDT meetings where local practices and organisations providing services in the sector come together to share information.</p> <p>The practice provided supervision for one of the nurses from the Homeless Health Team while the person was undertaking a prescribing course.</p> <p>A lead GP with a special interest runs weekly substance misuse clinics with a specialist substance misuse worker at the practice</p>

38 GP practice with homeless services

NHS Midlands and East Region

NHS South Worcestershire CCG

Farrier House Surgery, Worcester	
Contact details	Farrier House Farrier Street Worcester WR1 3BH 01905 879100
Website	www.farrierhousesurgery.co.uk/
<i>Special / enhanced services for homeless people</i>	
When started	June 2015
Features of the service	<p>Provides medical care within a Homeless Health Hub at a local day centre for homeless people. A newly furnished medical room was established at the day centre in April 2016. A GP and an Advanced Nurse Practitioner alternate the weekly 2 hour drop in sessions on a Thursday morning at the centre.</p> <p>The surgery also offers an 'on the day' GP emergency appointment in the morning & afternoon specifically to support new arrivals to Worcester who may present at Maggs Day Centre with no registered GP or no medication, or any homeless patients that present on the day with an emergency.</p>

39 GP practice with homeless services

NHS Midlands and East Region

NHS Great Yarmouth and Waveney CCG

Kirkley Mill Health Centre, Lowestoft	
Contact details	Clifton Road Lowestoft NR33 0HF 01502 532599
Website	www.kirkleymillsurgery.co.uk/
NHS England region	Midlands and East
Responsible CCG	Great Yarmouth and Waveney CCG
<i>Special / enhanced services for homeless people</i>	
When started	2016
Features of the service	<p>Registers homeless people from local hostels.</p> <p>Nurse runs clinic at local homeless day centre once a week.</p>

40 GP practice with homeless services

NHS South West Region

NHS South Devon and Torbay CCG

Leatside Surgery, Totnes	
Address / phone number	Babbage Road Totnes Devon TQ9 5JA 01803 862671
Website	www.leatside.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	2014
Features of the service	<p>Practice staff link with local pastors and the drop-in centre that are supporting homeless people. The practice registers homeless people who are using the drop-in centre, and works with multi-disciplinary teams in the case management of vulnerable people. The Practice offers the use of the practice postal address for clinical correspondence to ensure that this information is secure and accessible.</p> <p>The GPs also offered an outreach service to two traveller communities in Totnes, to ensure that they were aware of the services available.</p> <p>Three of the GPs provide a recovery programme to patients misusing substances.</p> <p>The practice works with the Caring Town Totnes group to raise the issue of homelessness and people begging on the streets of Totnes. The practice became involved in this group to ensure that access to medical services was not prevented by their inability to provide a registered address.</p> <p>The patient participation group at the practice assists the practice manager to find ways to ensure that harder to reach patient groups, including homeless people, are aware of the services available to them and encourage them to access these services.</p>

41 GP practice with homeless services

NHS Midlands and East Region

NHS Nene CCG

Maple Access Partnership, Northampton	
Contact details	Maple House 17-19 Hazelwood Road Northampton NN1 1LG 01604 250969
Website	www.mapleaccess.org.uk
<i>Special / enhanced services for homeless people</i>	
When started	2001
Features of the service	<p>NHS GP practice with a special interest in improving services and access for vulnerable patients, including homeless people.</p> <p>Offers a flexible, tolerant approach and longer appointments for people with drug and substance misuse problems, and complex mental illnesses. Has its own mental health team led by a GP with Special Interest in complex needs and substance misuse to support patients with these problems, together with drug and alcohol workers from CGL (drug and alcohol agency).</p> <p>Works closely with local agencies, including the local council, community mental health team and support agencies. Works with multi-disciplinary teams in the case management of vulnerable people, and signposts vulnerable patients to support groups and third sector organisations.</p>

42 GP practice with homeless services

NHS London Region

NHS Lambeth CCG

Mawbey Group Practice, South London	
Contact details	39 Wilcox Close Vauxhall London SW8 2UD 020 7411 5720
Website	www.mawbeygp.nhs.uk
Responsible CCG	NHS Lambeth CCG
<i>Special / enhanced services for homeless people</i>	
Features of the service	GP runs clinics three times a week at a local assessment centre and a wet hostel for homeless people.

43 GP practice with homeless services

NHS South East Region

NHS Surrey Downs CCG

Medwyn Surgery, Dorking	
Contact details	Reigate Road Dorking Surrey RH4 1SD 01306 882422
Website	www.medwynsurgery.nhs.uk
<i>Special / enhanced services for homeless people</i>	
When started	2013
Features of the service	<p>The practice has a system in place to register patients who are homeless. It is the only practice locally to offer this service.</p> <p>One GP regularly visits a local site where homeless people gather to talk to them, discuss their needs, and encourage them to attend the practice for health checks and medical care. One homeless person, who had previously refused to engage with any statutory organisations, has since attended the practice and is now in receipt of food vouchers.</p> <p>The practice is a hub for Dorking Food Bank. GPs are allocated food vouchers (for three days of emergency food) to give to patients they identify as being in crisis.</p>

44 GP practice with homeless services

NHS Midlands and East Region

NHS Nottingham City CCG

NEMS Platform One Practice, Nottingham	
Contact details	Forward House Station Street Nottingham NG2 3AJ 0115 8831900
Website	www.nems.org.uk
<i>Special / enhanced services for homeless people</i>	
When started	February 2010
Features of the service	<p>High numbers of patients from hard-to-reach groups are registered with the practice. This includes people who are transient, vulnerable, homeless, seeking asylum, have poor mental health, or multiple illnesses and social needs.</p> <p>Homeless people are able to use the practice address to register. Many homeless people from local hostels are registered. The practice extended its original boundary and people can remain registered if they move to neighbouring county boroughs.</p> <p>The practice is proactive in engaging with patients who are reluctant to attend the surgery, hospital appointments or community clinics. For example, they work with support workers to facilitate patients' attendance, and have flexible systems for homeless patients or those living in caravans or boats to collect prescriptions, letters or details of hospital appointments from the surgery. The practice provides a transport service to patients who struggle to attend appointments.</p> <p>Several appointments are held each day to accommodate urgent requests from patients who have chaotic lifestyles and struggle to cope with an appointment system. Also have a flexible approach if such patients are late for appointments – they would still be seen and attended to.</p> <p>Holds a nurse drop in clinic on a daily basis from 10.00 – 12.00 Monday to Friday. This is for all registered patients with acute illness or minor injury.</p> <p>Works closely with the local Homeless Health Team, and an information sharing agreement is in place with the team for sharing concerns about a patient. If the practice needs to see a patient, they would ask the team to get in touch with the person.</p>

45 GP practice with homeless services

NHS London Region

NHS Southwark CCG

Nexus at Princess Street Practice, South London	
Contact details	2 Princess Street London SE1 6JP 020 7928 0253
Website	www.princessstreetgrouppractice.co.uk
<i>Special / enhanced services for homeless people</i>	
Features of the service	<p>Has significant numbers of homeless people and those with substance misuse problems registered at the practice. At several local hostels, all residents are registered with the practice and it liaises with hostel workers to provide care. Whilst not a specialist service for homeless people, it has experience working with this group and is happy to register those living in its practice area to receive its GP services.</p> <p>The practice team works flexibly to enable homeless people to register and access all clinical services. They can use the practice address for hospital correspondence if they are of no fixed abode.</p> <p>Has a good working relationship with the local mobile homeless health team.</p> <p>Occasionally runs joint clinics in hostels with the community mental health team to provide services to homeless people who are hard-to-reach. Also works closely with the local substance misuse teams.</p> <p>Hosts a weekly drug misuse clinic at the practice, and an alcohol worker provides appointments at the practice.</p>

46 GP practice with homeless services

NHS North Region

NHS North East Lincolnshire CCG

Open Door Surgery, Grimsby	
Address / phone number	Albion Street Grimsby DN32 7DL 01472 722000
Website	www.careplusgroup.org/services/open-door-surgery
Managed by	Care Plus Group
Service started	2007
Catchment area	North East Lincolnshire
Features of the service	<p>Set up as a local social enterprise and managed by Care Plus Group. Provides a range of health care and social support services, including to those with additional needs, such as homeless people.</p> <p>Practice used by homeless people from local hostels and a day centre.</p> <p>Links with other local services, including mental health team, TB screening service, health care for the travelling community, positive health. Provides drug and alcohol support, anger management service, outreach immunisations for other GP surgeries. Offers student counselling services for other agencies and accepts self referrals.</p>

47 GP practice with homeless services

NHS South West Region

NHS Dorset CCG

Providence Surgery, Bournemouth	
Contact details	12 Walpole Road Boscombe Bournemouth BH1 4HA 01202 395195
Website	www.providencesurgery.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	Approximately 2006
Features of the service	<p>Registers homeless people from local hostels and temporary supported housing schemes.</p> <p>GP runs daily clinic in a hostel for homeless people.</p> <p>Runs a mobile 'Health Bus' once a week that parks in the centre of Bournemouth. It offers GP services to hard-to-reach and homeless people. The aim is to increase the number of days it operates subject to funding.</p>

48 GP practice with homeless services

NHS London Region

NHS Hammersmith and Fulham CCG

Richford Gate Medical Practice, West London	
Contact details	Richford Gate Primary Care Centre Richford Street Hammersmith London W6 7HY 020 3315 6655
Website	www.richfordgate.org.uk
<i>Special / enhanced services for homeless people</i>	
When started	2016
Features of the service	<p>Has a register of patients living in vulnerable circumstances, including homeless people.</p> <p>Registers homeless people from local hostels.</p> <p>Close liaison with local hostels for homeless people and with a homeless pilot nurse (provided by the CCG) who works in hostels. Special relationships are in place with named keyworkers and staff within homeless projects and organisations. This enables effective coordination of services.</p> <p>Longer appointments available for homeless people.</p>

49 GP practice with homeless services

NHS Midlands and East Region

NHS Mansfield and Ashfield CCG

Roundwood Surgery, Mansfield	
Contact details	Wood Street Mansfield Nottinghamshire NG18 1QQ 01623 648880
Website	www.roundwoodsurgery.nhs.uk
<i>Special / enhanced services for homeless people</i>	
When started	2009
Features of the service	<p>Has homeless outreach programme. Nurse runs a clinic once a week at a local church providing drop-in services for homeless people. The clinic is held at meal times to maximise attendance.</p> <p>It took a while to gain the trust of homeless people, but the practice has now built up a good rapport with them and they also attend the surgery to be seen and to have dressings changed.</p> <p>Each year the nurse offers flu vaccinations to homeless people during the clinics at the local church.</p>

50 GP practice with homeless services

NHS South West Region

NHS Dorset CCG

Royal Crescent Surgery, Weymouth	
Contact details	25 Crescent Street Weymouth Dorset DT4 7BY 01305 774466
Website	www.royalcrescentsurgery.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	October 2016
Features of the service	<p>Practice is working to improve access to community services for homeless people. Funding was secured by one of the GPs for two community nurses to provide physical and mental health support to homeless people. This means that instead of homeless patients accessing services only at times of crises, community health support is available.</p> <p>A GP provides one session per week to the community alcohol detox addictions service, supporting 60-70 patients in receipt of substitute prescribing.</p> <p>One of the GPs actively promotes healthy life choices for homeless people and other patient groups. Through collaboration with the voluntary sector and NHS England, funding was made available to develop a local outdoor exercise programme using walks, conservation work, bird watching and cycling, to complement the pre-existing GP gym referral scheme.</p> <p>Advisory input is provided by a GP to the local roving homeless person's team.</p>

51 GP practice with homeless services

NHS London Region

NHS Lewisham CCG

Rushey Green Group Practice, South London	
Contact details	The Primary Care Centre Hawstead Road London SE6 4JH 020 7138 7150
Website	http://rusheygreengp.org/
NHS Commissioning region	NHS London
Responsible CCG	NHS Lewisham CCG
<i>Special / enhanced services for homeless people</i>	
When started	1996 (when the practice first opened)
Features of the service	<p>Has a long history of working with vulnerable people, having been one of the pilot services to operate under a personal medical services plus (PMS+) contract. Their focus from that time has been on vulnerable populations, homeless outreach, and participating in research and training.</p> <p>Registers people staying at a homeless hostel. Two of the practice GPs run a locality-wide drug and alcohol community detoxification service together with a specialist nurse and key worker.</p>

52 GP practice with homeless services

NHS South East Region

NHS North West Surrey CCG

Southview Medical Practice, Woking	
Address / phone number	<p>Guildford Road Woking Surrey GU22 7RR 01483 766099</p>
Website	www.southviewmedicalpractice.nhs.uk
Special / enhanced services for homeless people	
When started	2015
Features of the service	<p>Works proactively to improve health care access for people who have poor access, including homeless people.</p> <p>Has strong links with a local homeless shelter and centre, and works closely with the project staff to improve the health care of people using their service. One of the GPs regularly visits the project to provide medical advice and encourage homeless people to access health care. This has helped increase attendance at the surgery. All clients were offered, and those who consented given, the flu vaccination in 2017. It is planned to do this annually.</p> <p>Provides weekly prescription service to help clients manage their own care and prevent theft/overuse problems.</p> <p>Practice staff have received training from the manager of the homeless shelter to give them an insight into the shelter and help them to understand about working with people who attend the shelter, <i>i.e.</i> how to encourage them to register, reduce 'Do Not Attends', and how to deal with different behaviours.</p> <p>The strong links between the practice staff and the homeless shelter staff have had a positive impact on health outcomes for homeless people. A number of homeless people have accessed health care services for the first time, and those with long term conditions have received specialist help which they had not previously been able to access.</p>

53 GP practice with homeless services

NHS South East Region

NHS West Hampshire CCG

St Clements Surgery, Winchester	
Address / phone number	Tanner Street Winchester Hampshire SO23 8AD
Website	www.stclementspractice.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	2011
Features of the service	Registers homeless people from local hostels and a day centre. GP runs outreach clinics twice a week, and a nurse twice a week, at a local day centre for homeless people.

54 GP practice with homeless services

NHS South East Region

NHS West Kent CCG

The College Practice, Maidstone	
Address / phone number	50-52 College Road Maidstone Kent ME15 6SB 01622 752345
Website	www.thecollegepractice.com
<i>Voluntary service for homeless people</i>	
When started	2014 (prior to this the service had been provided by other GPs from different practices, starting around 2009)
Features of the service	<p>Homeless people can register at the practice either using the address of the practice or that of a day centre. Clear plans are maintained which document how and when the patient can be contacted.</p> <p>A practice GP runs a fortnightly voluntary outreach clinic at the local day centre for homeless people. The GP does not prescribe at the day centre, and will see patients who are not registered, or who are registered with a different practice (notes are forwarded to the practice). The service provided may be signposting, examination, advice, or just a chat for people who are less able to engage with primary care. It is unusual to do more than this, though on rare occasions patients have been admitted to hospital from the centre. The day centre staff may discuss concerns they have about their clients.</p> <p>There is also a sexual health outreach clinic at the day centre run by the local genitourinary service</p> <p>The practice provides additional help to homeless people as required. For example, the practice had previously supported a homeless patient with the administration of their medicines for a period of six months. The patient collected their medication daily from the practice.</p>

55 GP practice with homeless services

NHS London Region

NHS West London CCG

The Good Practice, West London	
Address / phone number	409 Kings Road London SW10 0LR 020 7351 1766
Website	www.thegoodpractice.london
Special / enhanced services for homeless people	
When started	2015
Features of the service	<p>Has register of patients living in vulnerable circumstances, including homeless people. These patients have 'pop ups' on their computer notes to alert members of staff of their vulnerability and additional needs, such as double appointments and risk assessment stratification.</p> <p>GP runs weekly clinic for homeless people held at a church, in conjunction with other support agencies, such as mental health and substance misuse services.</p> <p>Appointments are available on a Tuesday afternoon: Chelsea Methodist Church 155a King's Road London SW3 5TX</p> <p>Alternative appointments are available at The Good Practice.</p>

56 GP practice with homeless services

NHS London Region

NHS West London CCG

The Redcliffe Surgery, West London	
Address / phone number	10 Redcliffe Street London SW10 9DT 020 7460 2222
Website	http://theredcliffesurgery.co.uk/
Special / enhanced services for homeless people	
Features of the service	<p>Runs an enhanced service for homeless people to allow for poor engagement and complex health problems. This includes open access, longer appointment times, and enhanced health checks.</p> <p>Has a homeless nursing outreach post based at the practice, and also provides services to homeless people in a local hostel.</p>

57 GP practice with homeless services

NHS North Region

NHS Sheffield CCG

The White House Surgery, Sheffield	
Address / phone number	1 Fairfax Rise Sheffield S2 1SL 0114 224 5878
Website	www.whitehousesurgery.org
<i>Special / enhanced services for homeless people</i>	
When started	1990
Features of the service	<p>Residents at local men's homeless hostel can register with the White House Surgery. GP runs a weekly drop-in clinic at the hostel.</p> <p>The Surgery liaises with</p> <ul style="list-style-type: none"> - Homeless Assessment and Support Team (HAST) who provide support for homeless people with mental health problems. http://shsc.nhs.uk/service/hast/ - Community District Nursing Team - Fitzwilliam Centre (Drugs (Opiates) Service - a substance misuse nurse runs a weekly clinic at the hostel - Counsellor - Hostel Support workers

58 GP practice with homeless services

NHS Midlands and East Region

NHS Nottingham City CCG

The Windmill Practice, Nottingham	
Address / phone number	Beaumont Street Sneinton Nottingham NG2 4PJ 0115 8838660
Website	www.windmillpractice.nhs.uk
<i>Special / enhanced services for homeless people</i>	
When started	1988
Features of the service	<p>Has a long history of working with homeless people across Nottingham. Located next to a hostel for homeless people.</p> <p>GP undertakes outreach clinics on a weekly basis in local hostels and twice weekly at a day centre for homeless people.</p> <p>Provides temporary and permanent registrations, encouraging the latter so that the practice staff are able to obtain medical records and ensure continuity of care.</p> <p>Provides easy access to appointments for patients whose circumstances make them vulnerable, including homeless people. They are encouraged to present to reception whenever they feel the need for medical care and are assured of an appointment that day.</p> <p>Close liaison with hostels, support agencies, the nurses from the local Homeless Health Team, the local housing department, and drug and alcohol services. The practice holds a quarterly multi-disciplinary meeting about the health needs of homeless people.</p> <p>Provides food vouchers for a local food bank scheme.</p>

59 GP practice with homeless services

NHS North Region

NHS North Manchester CCG

Urban Village Medical Practice, Manchester	
Address / phone number	Urban Village Medical Practice Old Mill Street Ancoats Manchester M4 6EE 0161 272 5656
Website	www.uvmp.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	1999
Features of the service	<p>All practice staff contribute to the delivery of services to homeless people. In addition, two of the GP partners lead on the delivery of the homeless service, and a core team of Homeless Service staff is employed. This includes a Homeless Team Manager, a Specialist Practice Nurse, three Specialist Case Managers and a Team Administrator.</p> <p>Approximately 850 homeless patients are registered at the practice. Operates a weekly multi-disciplinary drop-in clinic and other specialist clinics throughout the week for homeless people, including wound care clinics, an infectious disease clinic to facilitate access to Hepatitis C and blood borne virus treatment, and access to mental health, drug, alcohol and dentistry services.</p> <p>Runs Nurse led health promotion sessions in several local hostels and day centres for homeless people. Also undertakes street outreach work to engage with rough sleepers who are not accessing services.</p> <p>Established the Manchester Pathway (Mpath), a hospital in-reach service offering assessment of medical and social needs and discharge planning for homeless people admitted to Manchester Royal Infirmary (MRI).</p> <p>Undertakes case management of homeless patients who are frequent attenders at MRI A&E department and complex needs patients following discharge from hospital, to address health and social needs and reduce the impact on secondary care.</p> <p>In 2016, undertook (i) a Homeless Health Needs Audit of homeless people in Manchester; and (ii) a Homeless Service Review. Both reports are available from the website.</p> <p>For the last three years, have run a 'Socktober' campaign each October. The Homeless Team collect socks to give out to homeless people in order to promote foot care and prevent trench foot and the spread of infections. Collected more than 2,000 pairs of socks in 2016.</p> <p>Developed the Manchester Homeless Healthcare Standards and delivers training sessions bi-annually to service providers working with homeless people, and practical advice and information to support homeless people in accessing and engaging with appropriate healthcare services. Additionally has developed Know Your Rights training and accompanying information booklet to deliver training to homeless people on their rights to healthcare.</p>
Contact person and details	Rachel Brennan, Homeless Team Leader. rachelbrennan@nhs.net 0161 272 5652

60 GP practice with homeless services

NHS South East Region

NHS North East Hampshire and Farnham CCG

Victoria Practice, Aldershot	
Contact details	Aldershot Centre for Health Hospital Hill Aldershot Hampshire GU11 1AY 01252 335445
Website	www.victoriapractice.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	2009 or earlier
Features of the service	Practice nurse works closely with two day centres for homeless people, and runs weekly clinics at one of these centres. Also encourages homeless people to use the practice.

61 GP practice with homeless services

NHS Midlands and East Region

NHS Southern Derbyshire CCG

Wilson Street Surgery, Derby	
Contact details	11 Wilson Street Derby DE1 1PG 01332 332628
Website	www.wilsonstreetsurgery.co.uk
<i>Special / enhanced services for homeless people</i>	
When started	April 2011
Features of the service	Has a register of patients living in vulnerable circumstances, including homeless people. Registers homeless people from local hostels and a day centre. GP runs clinic three times a week in nearby hostel. Provides flu clinics at the day centre for homeless people. Regular liaison with the local community psychiatric nurse who works with homeless people. Has undertaken a study of the deaths of homeless people in the area.

62 GP practice with homeless services

NHS North Region

NHS Vale of York CCG

York Medical Group, York	
Contact details	York Medical Group at Monkgate 35 Monkgate York YO31 7PB
Website	www.yorkmedicalgroup.nhs.uk
<i>Special / enhanced services for homeless people</i>	
When started	February 2015
Features of the service	<p>Works closely with other service providers to assure appropriate care and treatment are delivered to vulnerable patients, including homeless people. This includes working with multi-disciplinary teams in the case management of vulnerable patients, and offering longer appointment times if necessary.</p> <p>A GP runs a weekly clinic at the Arclight homeless shelter which is open to Arclight residents. This is a drop in service but appointments can also be booked.</p> <p>Support is also available from GPs and nurses with expertise in the care of vulnerable patients at the nearby Monkgate surgery in the centre of York.</p>

3 | Mobile homeless health teams

63 Mobile homeless health team

NHS London Region

NHS Central London (Westminster) CCG

Central London Community Healthcare Homeless Health Team, Central London	
Address / phone number	Soho Centre for Health 1 Frith Street London W1D 3HZ 020 7534 6594
Website	www.clch.nhs.uk/services/homeless-health.aspx
Managed by	Central London Community Healthcare NHS Trust
Service started	2002
Opening hours	Monday to Friday 9 am – 5 pm
Catchment area	London Borough of Westminster
Staff employed by service	Nurses, Counsellors, Administrator
Sessional workers	Podiatrist
Client groups	Single homeless people; asylum seekers; people with no recourse to public funds.
Number of people registered or using service (January 2017)	Approx. 1400 patients (5500 consultations) per year
Additional features of the service	Runs clinics five days a week at three busiest day centres for homeless people in Westminster – The Passage; West London Day Centre; and Connection at St Martin's. Undertakes outreach work on the streets and in hostels. Provides staff support and education. Works closely with Great Chapel Street Medical Centre and Dr Hickey Surgery – both are specialist health centres for homeless people.
Contact person and details	Nicky Tanner: Lead Nurse - clcht.homeless@nhs.net

64 Mobile homeless health team

NHS South West Region

NHS North Somerset CCG

Community Outreach Team, Weston-super-Mare	
Address / phone number	Castlewood Tickenham Road Clevedon North Somerset BS21 9AX 07554 438751
Website	www.nscphhealth.co.uk/services/community-outreach
Managed by	North Somerset Community Partnership
Service started	November 2014
Opening hours	Monday-Friday 8.30 am – 4.30 pm
Catchment area	Weston-super-Mare
Staff employed by service	Nurse practitioner; nurse.
Sessional workers	Podiatrist; Citizens Advice worker; housing advice worker; worker from YMCA, St Mungo's support workers, Alliance Homes worker.
Client groups	Single homeless people and homeless families in hostels, bed-and-breakfast hotels and other temporary accommodation; rough sleepers; asylum seekers; people with no recourse to public funds; gypsies and travellers; people with drug and alcohol problems.
Number of people registered or using service (January 2017)	Around 30 people registered every month
Additional features of the service	Runs clinics at several local drop-in centres and soup kitchens used by homeless people. Also outreach work on the streets. Provides general health advice, dietary advice, minor injury care, advice on safer sex / drug use, drugs and alcohol advice, and help with registering with GPs and using other local health services.
Contact person and details	Outreach Team 07554438751

65 Mobile homeless health team

NHS North Region

NHS St Helens CCG

Health for the Homeless – St Helens	
Address / phone number	Homeless Health Team YMCA, 2 North Street St Helen's WA10 2TJ 07824499052
Website	http://www.bridgewater.nhs.uk/haltonsthelens/healthforthehomeless/
Managed by	Bridgewater Community Healthcare NHS Foundation Trust
Service started	2006
Opening hours	9 am – 5 pm
Catchment area	St Helen's
Staff employed by service	Nurse practitioners; administration / support worker
Sessional workers	None
Client groups	Single homeless people and homeless families; people with no recourse to public funds; veterans; vulnerably housed people
Number of people registered or using service	Varies
Additional features of the service	<p>Runs drop in clinics at several local hostels and temporary housing projects for single homeless people and homeless families and at a day centre for homeless people.</p> <p>Outreach work on the streets when needed. Meets with clients at other venues.</p> <p>Visits people at home who are vulnerably housed and experiencing poor housing conditions, eviction threats, or anti-nuisance problems.</p> <p>Holistic assessments are carried out to meet the individual's needs.</p> <p>Works with 'Stay at Home Team' Helena Housing.</p>
Contact person and details	Pam Rhys-Davies 07824 499052 Pam.rhys-davies@bridgewater.nhs.uk

66 Mobile homeless health team

NHS London Region

Health Inclusion Team, South London	
Address / phone number	Health and Social Care Centre 2-8 Gracefield Gardens Streatham London SW16 2ST 020 3049 4700
Website	www.guysandstthomas.nhs.uk/our-services/community-health-inclusion-team
Managed by	Guy's and St Thomas' NHS Foundation Trust
CCG	The team is hosted by Lambeth CCG, the funding comes from across Lambeth, Southwark and Lewisham. Its screening service at Barry House (IIA accommodation) is funded directly from NHS England.
Service started	1992
Opening hours	Monday-Friday 9 am – 5 pm. Also some evening clinics.
Catchment area	London Boroughs of Lambeth, Lewisham and Southwark
Staff employed by service	Nurse practitioners; case workers; HIV nurse; GP; administration workers
Sessional workers	None
Client groups	Single homeless people; asylum seekers; people with no recourse to public funds; drug and alcohol users; vulnerably housed people.
Number of people registered or using service (January 2017)	In 2015-2016, the team had 13156 contacts; 3967 of those were new registrations to the team. In January 2017 the team saw 640 individuals.
Additional features of the service	<p>Nurse-led specialist community health inclusion team provides health care to homeless people and other vulnerable groups who experience difficulty accessing primary health care services.</p> <p>Provides comprehensive health assessments; treatment for minor illnesses, wounds or injuries; advice on the management of long-term diseases; sexual health screening and screening for blood borne viruses; health promotion for young homeless people in hostels; and referrals to other services where necessary. All nurses can manage leg ulcers and do layer bandaging.</p> <p>Has a number of Patient Group Directions (PGDs) which means staff can treat minor ailments such as skin infections. Has NMP nurse practitioners who can individually prescribe for the clients.</p> <p>The team runs drop-in clinics at 36 sites, including hostels, day centres, and drug and alcohol services across three London boroughs (Lambeth, Lewisham and Southwark).</p> <p>Works closely with local services and agencies, including mental health services, social services, and domestic violence services.</p>

	<p>The team works closely with local street outreach teams and is currently exploring the development of a street outreach health service, working alongside the Southwark street population outreach service.</p> <p>The team works in partnership with the Lambeth and Southwark sexual health services and runs a joint clinic with a sexual health consultant in the drug and alcohol services in Lambeth and Southwark. The service provides full BBV screening, health advice and then a full sexual screen, including smears and contraception (oral and LARC).</p> <p>Uses EMIS web clinical database and has sharing agreements with all the specialist GP practices in Lambeth. This means staff can view clients' GP records and GPs can view the team's records. This improves communication and facilitates more efficient health managements for the individual clients.</p> <p>Is part of the SHRINE project and will be taught how to insert LARC for vulnerable women who are at risk of unwanted pregnancies.</p>
Contact person and details	<p>Fenella Jolly, Clinical Nurse Manager. 07747 441 703, 0203 049 4587. fenella.jolly@gstt.nhs.uk, fenellajolly@nhs.net</p>

67 Mobile homeless health team

NHS North Region

NHS Sheffield CCG

Health Inclusion Team, Sheffield	
Address / phone number	Lightwood House 1 Lightwood Lane Sheffield S8 8BG 0114 2262534
Website	www.shsc.nhs.uk
Managed by	Sheffield Health and Social Care NHS Foundation Trust
Service started	1992
Opening hours	Monday to Friday 9am to 5pm
Catchment area	Sheffield
Staff employed by service	Specialist health visitors, advanced nurse practitioner, specialist school nurse, family support worker, administrative coordinator, administrative assistant
Client groups	Single homeless people; homeless families; gypsies and travellers; asylum seekers; people with no recourse to public funds; women in refugees fleeing domestic abuse and victims of human trafficking.
Number of people registered or using service (January 2017)	1,014 516 adults 498 children
Additional features of the service	Enhanced health visiting/school nurse service for 0 to 18 year olds. Clinics at several hostels for young homeless people and homeless adults with health assessments, health screening and assessment of chronic conditions. Team is well-established with good multi-agency links and communication pathways. Access to Homeless Mental Health team within the same Trust. Links to Specialist Midwifery Team for Homeless & Asylum in Sheffield
Contact person and details	Sue Givans 0114 2262527 sue.givans@nhs.net sct.ctr.healthinclusionteam@nhs.net

68 Mobile homeless health team

NHS North Region

NHS Wigan Borough CCG

Health Outreach and Inclusion Service, Wigan	
Address / phone number	Longshoot Health Centre Scholes Wigan WN1 3NH 01942 483586
Website	www.bridgewater.nhs.uk/ashtonleighbwigan/healthoutreach
Managed by	Bridgewater Community Healthcare NHS Foundation Trust
Service started	April 2016
Opening hours	9 am - 5 pm, plus targeted outreach (evening & weekends)
Catchment area	Wigan Borough
Staff employed by service	Public health nurses and community link workers and administrator
Client groups	Homeless people; vulnerable migrants; gypsies and travellers; sex workers
Number of people registered or using service (January 2017)	Approximately 150 new referrals per quarter
Additional features of the service	<p>The service offers screening, health advice, information, support, and onward signposting and referral for people from disadvantaged groups who often have difficulties accessing health services.</p> <p>Clinics are run at community venues, including a local day centre for homeless people.</p> <p>Outreach work carried out by the team, includes supporting local voluntary groups during the evening and weekends, and supporting community events and drop in centres as needed.</p>
Contact person and details	Jo Taylor- 01942 483587

69 Mobile homeless health team

NHS Midlands and East Region NHS West Suffolk, and Ipswich & East Suffolk CCGs

	Health Outreach NHS, Suffolk
Address / phone number	70-74 St Helens Street Ipswich Suffolk IP4 2LA 01473 341763
Website	https://eput.nhs.uk/our-services/essex/suffolk-community-services/adults/health-outreach/
Managed by	Essex Partnership University NHS Foundation Trust
Catchment area	Suffolk
Staff	Registered General Nurse, Registered Mental Nurse, social workers, support workers, sessional GPs
Client groups	Homeless people; refugees and asylum seekers; gypsies and travellers; migrant workers; ex-offenders
Additional features of the service	Runs clinics at various community settings and centres in Ipswich, Felixstowe, Sudbury, Stowmarket and Leiston that are used by homeless people and other vulnerable groups. Engages with clients who have complex needs and provides them with treatment, information and advice on health related issues. Facilitates access to GPs and other mainstream health and social services.

70 Mobile homeless health team

NHS North Region

NHS Bolton CCG

Homeless and Vulnerable Adults Specialist Nursing Service, Bolton	
Address / phone number	Avondale Health Centre Avondale Street Bolton Lancashire BL1 4JP 01204 335221
Website	www.boltonft.nhs.uk/services/homeless-and-vulnerable-adults-service
Managed by	Bolton NHS Foundation Trust
Service started	Small pilot started in September 2006 and has since developed
Opening hours	Monday to Friday 8.30 am-5.00 pm except bank holidays
Catchment area	Bolton
Staff employed by service	2 Advanced Practitioners, 1 band 6 junior sister, 1 band 5 staff nurse and 1 health care assistant band 3
Sessional workers	Student nurses and trainee associate nurses
Client groups	Homeless people, people leading chaotic lifestyles due to drug and alcohol use and finding it difficult to access mainstream services. People who are sofa surfing or in temporary accommodation such as hostels, B & B hotels etc.
Number of people registered or using service	Varies from day-to-day but could see approximately 60-70 weekly across all the drop in clinics
Additional features of the service	<p>Runs drop in clinics at various NHS and outreach facilities, including local hostels, Urban Outreach Street life project, and Bolton Integrated Drug and Alcohol service drop in clinic.</p> <p>Provides healthcare to patients who are not registered with a GP and to those who find it difficult to access mainstream services due to their chaotic lifestyles.</p> <p>Aim is to provide a complete health assessment of patients' immediate health needs and to support patients in accessing future health and social care.</p> <p>Has recently started a weekly walk-about-town with the Homeless Welfare team to give people who are homeless advice on how they can access housing advice and how to access immediate health care.</p>
Contact person and details	Joanne Munro/Julie Draper Advanced Practitioners Homeless & Vulnerable Adults Service Address and phone number above

71 Mobile homeless health team

NHS Midlands and East Region

NHS Nottingham CityCare CCG

Homeless Health Service, Nottingham	
Address / phone number	The Meadows Health Centre Room 84 1 Bridgeway Centre Meadows Nottingham NG2 2JG 0115 8831532
Website	www.nottinghamcitycare.nhs.uk/find-a-service/services-list/homeless-health-team/
Managed by	Nottingham CityCare
Service started	Approximately 1990
Opening hours	Monday-Friday 8 am – 5 pm
Catchment area	Greater Nottingham area
Staff employed by service	Nurse specialists; mental health nurse; care-coordinator
Sessional workers	GP
Client groups	Single homeless people; asylum seekers; people with no recourse to public funds; vulnerably housed people.
Number of people registered or using service	March 13th 2017 = 117 registered patients
Additional features of the service	<p>Offers comprehensive health assessment, and appropriate treatment and stabilisation for health problems, including case management for people with long term conditions. Core services include dressings and wound care • assessing and treating minor illnesses and injuries • giving health advice • prescribing service • blood testing • removal of cannulas, clips and sutures • mental health assessment and support • pregnancy testing • vaccinations • physical and mental health drop-in clinics • referral to other agencies • support to access mainstream healthcare and hospital liaison.</p> <p>Undertakes health promotion work, focusing on issues such as smoking and nutrition.</p> <p>Runs clinics at several hostels and day centres for homeless people, and at a women's refuge. Some clinics are run jointly with a GP.</p> <p>Undertakes outreach work on the streets twice weekly with a member of the street outreach team. Also runs a drop-in service for rough sleepers at a local church, and has a clinic there.</p> <p>Works closely with local services and agencies, including drug and alcohol services and street outreach workers. Attends multi-agency forums, case management meetings, and strategic planning meetings concerning rough sleepers and other homeless people.</p> <p>Other services / help include • advice and support to colleagues • joint work with voluntary and statutory sector</p>

	agencies • training and teaching services
Contact details	Office – 0115 8831532 Duty Mobile - 07876813919

4 | Other specialist primary health care services

72 Nursing service based at day centre for homeless people

NHS Midlands and East Region

NHS North East Essex CCG

Beacon House, Colchester	
Address / phone number	Beacon House 90-91 East Hill Colchester Essex CO1 2QN 01206 761960
Website	www.beaconhouseministries.org.uk
Managed by	Beacon House Ministries
Funding	30% NHS, 15% local authority, 55% charitable donations and grants
Service started	1996
Premises	Nurse clinics at day centre for homeless people
Opening hours (for patients)	Drop-in clinics Monday to Friday 10 am – 2 pm
Out-of-hours service	No
Catchment area	Essex
Staff employed by service	Practice nurse; health assessor; project manager; project workers; occupational therapist; administrators
Sessional workers	Podiatrist; barber; housing adviser; money advisor
Client groups	Single homeless people; asylum seekers; people with no recourse to public funds; vulnerably housed people
Number of people using health service (January 2017)	267
Additional features of the service	<p>Nurse-led clinics within a day centre for homeless people. Provides health assessments and screening, management of chronic health conditions, flu vaccinations, sexual health care, needle exchange service, smoking cessation service. Access to mental health, drugs and alcohol support are also offered.</p> <p>Nurse provides an outreach service at a soup run for homeless people in central Colchester.</p> <p>The day centre also provides showering facilities, laundry, clothing and toiletries, has a café which offers hot food and drinks, and runs life skills classes including IT, cooking and budgeting.</p>
Contact person and details	Vivienne Wiggins Email: vivienne@beaconhouseministries.org.uk

73 Nursing service based at day centre for homeless people

NHS London

Homeless Healthcare Redbridge, North-East London	
Address / phone number	The Welcome Centre 2-6 St Marys Road Ilford Essex IG1 1QX 020 8514 3283
Website	www.healthylivinghealthylives.com
Managed by	Healthy Living Healthy Lives CIC
NHS region	NHS London
Funding	Mainly from Big Lottery; also charitable grants
Service started	2006
Premises	Nurse clinics at day centre for homeless people.
Opening hours (for patients)	Drop-in clinics Tuesday – Friday from 9.30 am to 1.30 pm
Out-of-hours service	No
Catchment area	London Borough of Redbridge
Staff employed by service	Lead nurse practitioner; healthcare assistant; massage therapist; counsellor; chiropodist; exercise coach
Client groups	Single homeless people; asylum seekers; people with no recourse to public funds
Number of people using health service	200+ each year; in excess of 2,500 consultations each year
Additional features of the service	<p>We work with each client and support them in providing a package of health care based on individual needs. We provide health assessments and screening, management of chronic health conditions, and wound care.</p> <p>Good relationship with local GP service and supports clients to register there.</p> <p>Good relationship with local pharmacist who does flu injections and runs smoking cessation service at the centre.</p>
Contact person and details	Stephanie O'Leary (nurse lead and health service manager) Stephanie@healthylivinghealthylives.com

74 Single-handed mobile homeless nurse

NHS London Region

NHS Hammersmith & Fulham CCG

Homeless Health Pilot, West London	
Addresses of clinics	160 Coningham Road, Shepherds Bush, London W12 8BY 13 Market Lane, Shepherd's Bush, London W12 8EZ 229 King Street, Hammersmith, London W6 9JT 47 Lime Grove, London W12 8EE
Website	www.clch.nhs.uk/services/homeless-health.aspx
Managed by	Central London Community Healthcare NHS Trust
Service started	December 2015
Opening hours	Monday-Friday
Catchment area	London Borough of Hammersmith & Fulham
Staff employed by service	Lead nurse (full-time)
Client groups	Single homeless people in hostels
Number of people using health service (January 2017)	110
Additional features of the service	<p>Nurse runs clinics at three hostels and a day centre. Was set up as pilot scheme for 14 months. Provides health assessments and screening, works to engage local homeless people with NHS care, management of chronic conditions, routine blood tests, and vaccinations.</p> <p>Being present in the hostels regularly has enabled the nurse to engage very quickly with the residents. They are also showing an interest in their health, which in the past was not a priority for them.</p> <p>Undertakes health promotion and empowerment/education events. Opportunistic and inreach day centre care.</p>
Contact person and details	Justine Bohan, Specialist Nurse: Homelessness 07500 225525 160 Coningham Road, Shepherds Bush London W12 8BY.

75 Other medical and nursing arrangements

NHS North Region

NHS Stockport CCG

Mastercall Healthcare, Stockport	
Address / phone number	Mastercall Healthcare International House Pepper Road Hazel Grove Stockport SK7 5BW 0161 4760400
Website	www.mastercall.org.uk
<i>Special / enhanced services for homeless people</i>	
When started	April 2009
Features of the service	<p>Mastercall was established as a social enterprise organisation in 1996 to provide a range of 'out of hospital' healthcare services across north-west England.</p> <p>Mastercall hosts drop-in clinics at The Wellspring, a registered charity based in Stockport town centre. Established in 1991, the charity offers a range of services to over 100 homeless and disadvantaged people 365 days a year. As a social enterprise fully committed to improving the lives of the most vulnerable members of our community, Mastercall hosts GP drop in clinics at The Wellspring twice a week, and an Advanced Nurse Practitioner (ANP) service three times a week.</p> <p>In addition, the ANP reaches out in local hostels to support clients and patients.</p>

76 Volunteer health care service

NHS South East Region

St John Ambulance Brighton Homeless Service, Brighton	
Address / phone number	Office address: 16 Crowhurst Rd, Brighton, BN1 8AP 01273 371539
Website	http://www.sja.org.uk/sja/what-we-do/community-projects/homeless-service/brighton-homeless-service.aspx
Managed by	St John Ambulance
Funding	Charitable donations
Service started	2000
Opening hours	Two drop in sessions per week
Catchment area	Primarily Brighton and Hove
Staff employed by service	Coordinator; administrator
Sessional workers	Volunteer nurse; general volunteer; podiatrist (one year fixed contract)
Client groups	Single homeless people; asylum seekers; people with no recourse to public funds; vulnerably housed people
Number of people using service	In 2016 there were 1122 contacts with clients
Additional features of the service	<p>Runs weekly drop in clinic at day centre for homeless people. Also runs a mobile treatment centre on Brighton seafront one evening a week.</p> <p>Service includes: health assessments and health promotion; discuss health concerns; treat wounds and change dressings; administer first aid; make referrals to appropriate services, such as GPs, mental health services, and substance misuse services; offer support to people attending health appointments; and provide socks, blankets and sun cream.</p> <p>Provides an advocacy and transport service for homeless patients at the Royal Sussex County Hospital. This service is funded by the CCG.</p> <p>The service has recently received funding for one year from the People's Postcode Lottery to employ a Podiatrist for 4 hours per week. The Podiatrist will provide this service from the day centre for homeless people (see above).</p>
Contact person and details	<p>Anna Bromwich, Brighton Homeless Service Coordinator 01273 371539</p> <p>Markie Barratt, Homeless Service Manager 01273 371541 Address as above</p>

77 Volunteer health care service

NHS South East Region

St John Ambulance Hastings Homeless Service, Hastings	
Address / phone number	St John Ambulance Homeless Service Bohemia Road Hastings TN34 1ET 01424 435358
Website	http://www.sja.org.uk/sja/what-we-do/community-projects/homeless-service/hastings-homeless-service.aspx
Managed by	St John Ambulance
Funding	Big Lottery Fund until June 2018
Service started	2003
Opening hours	Six days per week, variable hours
Catchment area	Primarily Hastings and St Leonards
Staff employed by service	Nurse Coordinator; podiatrist
Sessional workers	12-18 volunteers, including nurses, general support workers, administrators and a podiatrist
Client groups	Single homeless people
Number of people using service	Approximately 50-60 people per month
Additional features of the service	<p>Runs drop in primary health care clinics at local day centre for homeless people and at a soup kitchen.</p> <p>Service includes: carrying out health assessments and discussing health concerns; treating wounds and changing dressings; making referrals to other health services and supporting people to register with local GP surgeries; prescribing medication for minor ailments, wounds and infections; giving flu jabs in winter; and providing socks, blankets and sun cream.</p> <p>Delivers tailored first aid courses to those who work with homeless people and substance misusers.</p> <p>Partners with statutory and other voluntary agencies in a weekly multi-agency Housing, Health and Wellbeing hub for homeless people.</p>
Contact person and details	Roger Nuttall, Nurse Co-ordinator 01424 435358 Roger.nuttall@sja.org.uk

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